### **Business Services Online Tutorial**

# **How To Use Social Security Number Verification Service** (SSNVS)

#### **Lesson 1: Introduction**

Social Security Number Verification Service is an online service that enables employers to verify employee names and Social Security Numbers. Social Security Number Verification Service consists of four parts:

## **Request Online SSNVS Verification**

Interactive Verification allows you to enter up to 10 Names and Social Security Numbers to be verified by the Social Security Administration. Results are returned immediately and can be viewed online.

#### Submit an Electronic File for SSNVS Verification

This feature allows you to upload a file containing Names and Social Security Numbers to be verified by the Social Security Administration. The results are available by the next business day.

#### **View Status and Retrieval Information**

This feature allows you to view the current status of a submission, view results from an uploaded file, or download verification results.

## **Employee Verification Service (EVS) User Manual**

This feature allows you to browse the Employer Verification Service (EVS) User Manual online.

### **Lesson 2: How To Use Request Online SSNVS Verification**

**Step 1:** Select the 'Login' link from the Business Services Online Welcome page.

(**Note:** You must be a pilot participant and have a Personal Identification Number (PIN) and password to use the Social Security Verification Number Service.)

- **Step 2:** The attestation page will display. After reading and agreeing to the terms of use for SSNVS, select the 'I Accept' button at the end of the page.
- **Step 3:** Type your Personal Identification Number (PIN) and Password. (**NOTE:** To access this service, you must be a participant in the pilot program.)
- **Step 4:** From the Business Services Online home page, select the 'Request Online SSN Verification' link from the Business Services Online (BSO) home page.

### Social Security Number Verification Services:

- Request Online SSN Verification
  - The SSN Verification option allows employers to manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security Administration. Results are returned immediately for review.
- Submit an Electronic File for SSN Verification

The electronic file submission option allows employers to submit a file containing Names and Social Security Numbers to be verified by Social Security Administration. The data in the file must be in the correct format.

View Status and Retrieval Information

The Status and Retrieval option allows employers to view the current status of a submission.

View Employee Verification Service (EVS) User Manual The Employer Verification Service (EVS) User Manual provides additional information on submitting files to Social Security Administration for verification and retrieving the results of the submissions. **Step 5:** The SSN Verification web page will display. Enter the information to request up to 10 names and SSNs for immediate verification against SSA's records.

(Note: SSN, First Name, and Last Name are mandatory fields.)

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BSO Home   BSO Information Links   Contact SSA   Keyboard Navigation   Logout								
Central Content SSNVS OnLine Help								
SSN Verification								
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Have a question? Call <b>1-800-772-6270</b> to speak with Employer Customer Service personnel. For TDD/TTY call <b>1-800-325-0778.</b>								
	BSO Home   BSO Information Links   Contact SSA   Keyboard Navigation   Logout							

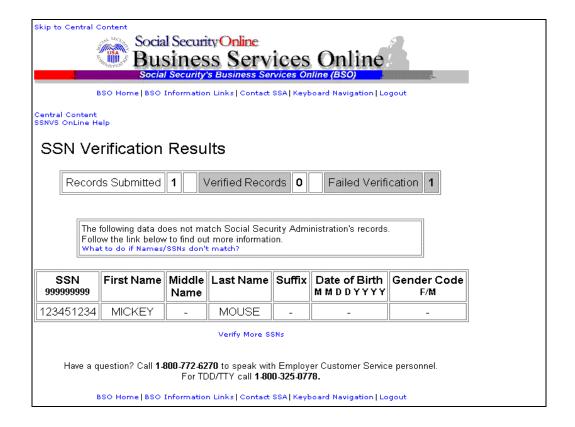
**Step 6:** After entering the data you wish to verify, select the 'Submit' button to process the data. Select the 'Clear Form' button to delete the data.

**Step 7:** The SSN Verification Results page will display. This page will display the total records submitted, total records that successfully verified, and total records that failed verification against SSA's records.

(**Note:** Only the results that do not match SSA's records will display on this page.)

Social Security Online Business Services Online							
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Central Content SSNVS OnLine Help							
SSN Verification Results							
Records Submitted 1 Verified Records 1 Failed Verification 0							
Verify More SSNs							
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BSO Home   BSO Information Links   Contact SSA   Keyboard Navigation   Logout							

**Step 8:** If the data does not match SSA's records, select the 'What to do if Names/SSNs don't match' link to view important information.



#### **Step 9:** The important information web page is displayed.

#### What To Do if a Social Security Number (SSN) Does Not Verify

The SSNs listed above or returned in your file did not match SSA's records. These SSNs failed verification. It is suggested that you follow these steps for each SSN that we could not verify:

- Compare the failed SSN matches to your employment records to see if you made a typographical error. Resend only the correct data (not the entire submission).
- If your employment records match what you submitted, ask your employee to check his/her Social Security card
  and inform you of any name or SSN difference between your records and his/her card. If your employment
  records are incorrect, correct your records and resubmit the corrected data.
- 3. If your employment records and the name and SSN shown on the Social Security card match, ask the employee to check with any local Social Security Office to determine and resolve the issue. Tell the employee that once he/she has visited the Social Security office, he/she should inform you of any changes. You should correct your records accordingly.
- 4. If the employee is unable to provide a valid SSN, you are encouraged to document your efforts made to obtain the corrected information. (Documentation should be retained consistent with all payroll records for a period of 4 years.)
- If the employee no longer works for you, try to obtain the corrected information from the employee and submit it to SSA on Form W-2c (Statement of Corrected Income and Tax Amounts).
- 6. If you are unable to contact the employee, you are encouraged to document your efforts.

#### REMEMBER

- A mismatch is not a basis, in and of itself, for you to take any adverse action against an employee, such as laying off, suspending, firing, or discriminating.
- · Company policy should be applied consistently to all workers.
- Any employer that uses the failure of the information to match SSA records to take inappropriate adverse action against a worker may violate State or Federal law.
- · The information you receive from SSNVS does not make any statement regarding a worker's immigration status.

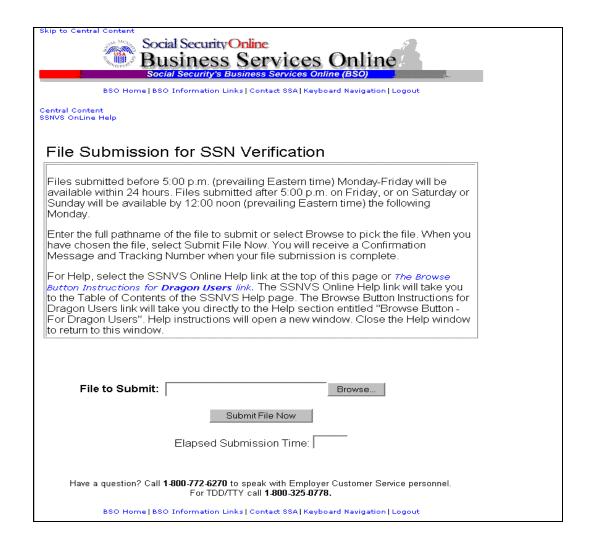
Close Browser Window

You can also use the File menu to close this window.

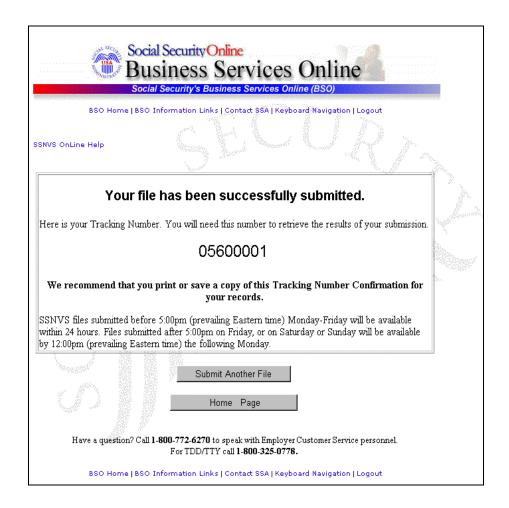
## Lesson 3: How to use Submit an Electronic File for SSN Verification

- **Step 1:** Select the 'Submit an electronic file for SSNVS verification' link from the Business Services Online home page.
- **Step 2:** The File Submission for SSN Verification web page will display. Either type the file name or select the 'Browse' button to select the file to be uploaded.

(**Note:** The file can be up to 4 MB for batch processing for results within 24 hours. Then select the 'Submit File Now' button.)



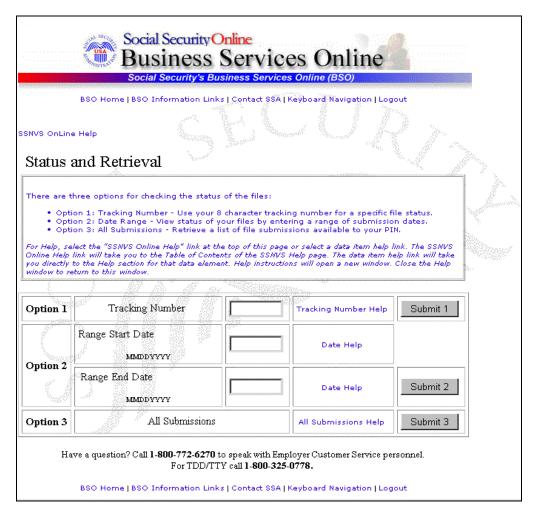
**Step 3:** The Tracking Number Confirmation page will display. Be sure to keep a record of this tracking number. You will need it to track the status of your submitted file.



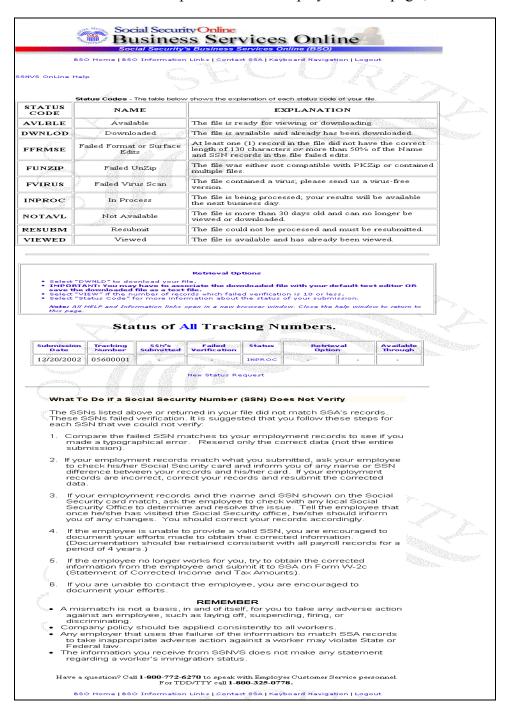
**Step 4:** You can select the 'Submit Another File' button if you wish to upload another file. Select the 'Home Page' button to return to the BSO Home Page.

#### **Lesson 4: How to use View Status and Retrieval Information**

- **Step 1:** Select the 'View Status & Retrieval Information' link from the Business Services Online home page.
- **Step 2:** The Status and Retrieval web page will display. You can view the status of files submitted for batch processing and review online submission results of SSN/Names that failed verification.
- **Step 3:** There are three options to view the status of your submitted file.
  - Option 1: You may enter the specific tracking number.
  - Option 2: You may enter a start and end date to view the status of files submitted within that timeframe.
  - Option 3: You may use this option to view all SSNVS files submissions associated with your PIN.



Step 4: After selecting one of the above options, the Status and Results page will display. You will be able to either view or download your file.(Note: If you would like a description of the Status Codes, you may view the Status Code Explanation table displayed on this page.)



## Lesson 5: View Employee Verification Service (EVS) User Manual

**Step 1:** Select the 'Employee Verification Service (EVS) User Manual' link from the Business Services Online home page.

**Step 2:** The Employee Verification Service User Manual is displayed for you to view the online version of the EVS User Manual.

## Employee Verification Service

(EVS)

Verification of Names, and Social Security Numbers

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**Employer and Third-Party Submitter Instructions**